



PAC Questionnaire 2024/2025

Feedback from Carers & Professionals

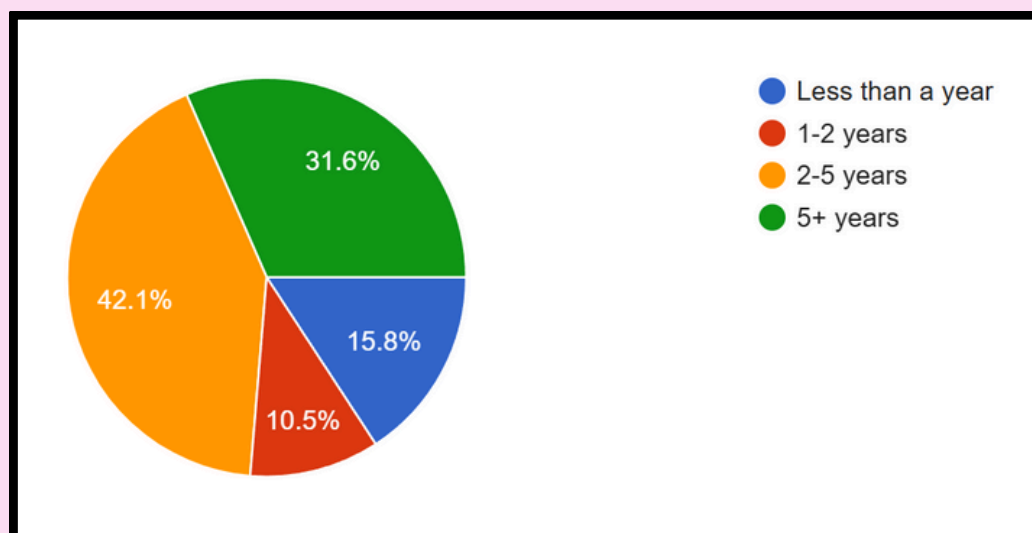


THANK YOU TO EVERYONE WHO COMPLETED THE QUESTIONNAIRE!

71 carers and professionals were invited to complete this questionnaire, and we received 19 responses.

Here are the results!

How long have you been working with the PAC?



Do the learners enjoy the activities at PAC?

94.7% responded YES

5.3% responded SOMETIMES

Has Living It Up PAC helped the learners' skills development?

89.3% responded YES

10.7% responded SOMETIMES

Are you treated with respect and dignity?

100% responded YES

Are the learners treated with respect and dignity?

100% responded YES





Are staff and volunteers approachable?

100% responded YES

Do you feel the learners are involved in decision making?

94.7% responded YES
5.3% responded DON'T KNOW

Are you satisfied with the GDPR policy?

89.4% responded YES
5.3% responded DON'T KNOW
5.3% responded N/A

Do staff and volunteers know how to support our learners' needs (e.g. communication, medical and behavioural needs)?

94.7% responded YES
5.3% responded SOMETIMES

Are you happy with the initial consent forms that need to be completed e.g. GDPR consent, behaviour agreement, photo and video consent etc?

94.7% responded YES
5.3% responded N/A

Do staff and volunteers encourage learners' independence?

100% responded YES



Do you feel our learners are safe when at the PAC?

100% responded YES

Would you recommend the PAC to other professionals or potential learners?

100% responded YES

Are you aware of how to make a complaint?

78.9% responded YES

5.3% responded NO

5.3% responded SOMETIMES

5.3% responded DON'T KNOW

5.3% responded N/A

Are you aware we have a key worker scheme?

68.4% responded YES

26.3% responded NO

5.3% responded DON'T KNOW

Do staff and volunteers communicate information in a clear way?

94.7% responded YES

5.3% responded SOMETIMES

Is it easy to get in contact with staff members or volunteers at PAC?

100% responded YES



**YOU'VE SPOKEN...
WE'VE LISTENED!**



**THANKS TO
YOUR
FEEDBACK, WE
HAVE MADE
THESE
CHANGES:**

We have emailed you all a copy of our Complaints Policy, which tells you how to make a complaint if you need to.

We have collaborated with our learners to plan some exciting new sessions and trips.

We have added our GDPR/Data Protection Statement to the form we give to new starters. We have also sent the statement to all of our current learners and asked them to sign it to say that they understand. We have also emailed carers and professionals a copy for information.

Regarding the suggestion of occasional one off-workshops or entertainment: we will take this on board and try to arrange some of this, although we do have external experts who provide services for us on a regular basis.

Please keep letting us know about any changes you would like to see at the PAC!



YOU'VE SPOKEN... WE'VE LISTENED!

Whilst we don't have a dedicated sensory space/chill out zone at the PAC, everyone is aware that if they need some time out they can sign or verbally to let us know, and they can be supported to go to another room or for a walk outside for some quiet space.

SOME MORE RESPONSES TO YOUR FEEDBACK

Every person who attends the PAC has a key worker. They will hold regular reviews with the person and they keep a special eye on the person, ensuring their needs and wishes are listened to and met.

The learners should know who their key worker is and if not they (and you) can ask any staff at the centre who will let you know.

If you have any questions or concerns in regards to learners' skills development please do not hesitate to come and talk to us.

"Perhaps hold a large exhibition or fair, where the work developed by learners can be appreciated by other people."

In March we are holding an art exhibition. Details will be sent out soon.

**Please keep sending us comments,
suggestions and questions about the PAC -
we are always happy to receive feedback.**



We asked you to describe your experience of the PAC:

“Positive – all staff members are approachable and friendly.”

**“Welcoming, respectful,
laid back and fun”**



“Very supportive of learners especially at times of stress, taking the time to listen, support, encourage to progress and keep parents informed. Always a happy, warm atmosphere at the centre. The PAC enables clients to perform in local community.”



“Brilliant opportunity for learners. Very strong on communication and de-escalation.”



More feedback we received:

“After my son finished his education, there have been a huge range of possible activities and/or employment opportunities explored but none sustained his interest for any length of time. It is therefore a real credit to Living It Up that he has now been going there for several years and still thoroughly enjoys everything he is involved in.”

Living It Up is such a creative environment and it's so amazing to see people grow in that way. It nurtures people's individual talents and skills and allows people to build confidence and have some super cool opportunities.”

“My son looks forward to attending and enjoys working with the staff. He is made to feel welcome and valued; plus he always leaves with a smile on his face and looks forward to the next session. His opinion is often sought when decisions are made which increases his self-esteem. PAC has made him feel a valued member of the group which he loves.”

Huge thanks to everyone who took part in this year's questionnaire.

If you'd like to get in touch, you can:

- email us: info@lovelivingitup.org
- call us: 07964 067 443
- speak to us in person: St Cuthberts Hall,
Newnham Street, Bedford, MK40 3JR

